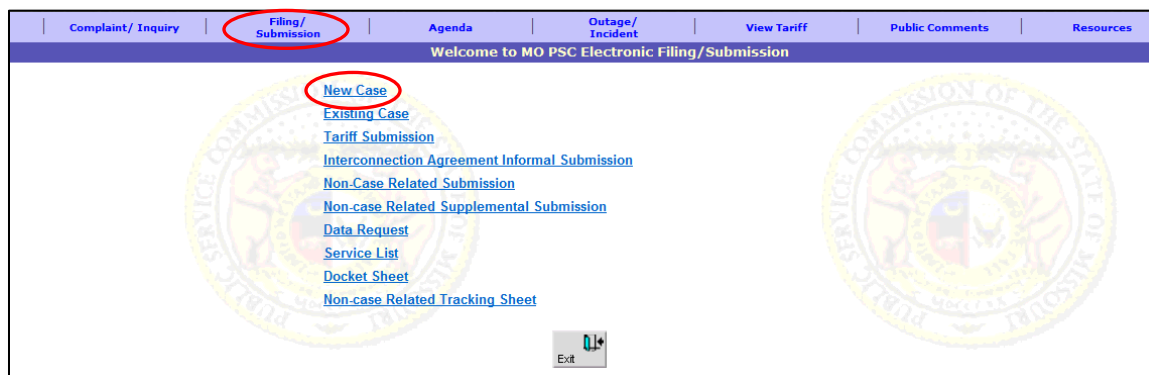


# Missouri Public Service Commission

## EFIS – Submit Video Franchise Application

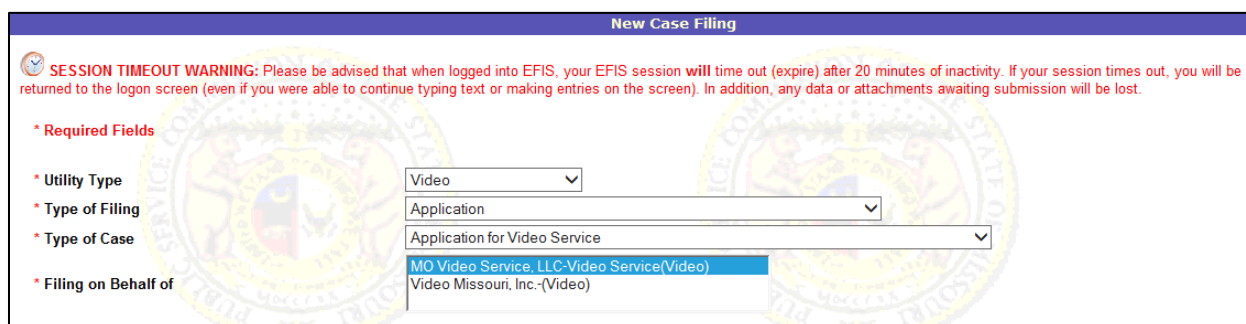
To submit a video service franchise application:

1. Log on to EFIS.
2. From the Welcome screen, click the **'Filing/Submission'** menu option
3. Select the **'New Case'** link.



On the 'New Case Filing' screen, complete the following steps:

4. Beside **'Utility Type'**, select 'Video' from the drop-down list.
5. Beside **'Type of Filing'**, select 'Application' from the drop-down list.
6. Beside **'Type of Case'**, select 'Application for Video Service' from the drop-down list.
7. Beside **'Filing on Behalf of'**, select the applicable company from the drop-down list.
  - *The list provided will contain only those companies for which you are designated as a contact. If you do not see the company in the list, contact the company, and ask them to add you as a contact or notify the Data Center.*
  - *To select more than one company, press and hold the **'Ctrl'** button on your keyboard and select the next company from the drop-down list.*



**SESSION TIMEOUT WARNING:** Please be advised that when logged into EFIS, your EFIS session **will** time out (expire) after 20 minutes of inactivity. If your session times out, you will be returned to the logon screen (even if you were able to continue typing text or making entries on the screen). In addition, any data or attachments awaiting submission will be lost.

**\* Required Fields**

**\* Utility Type** Video

**\* Type of Filing** Application

**\* Type of Case** Application for Video Service

**\* Filing on Behalf of**

- MO Video Service, LLC-Video Service(Video)
- Video Missouri, Inc.-(Video)

# Missouri Public Service Commission

## EFIS – Submit Video Franchise Application

- Beside '**Enter related case number(s) and/or tracking number(s)**', input the 'case number' in which the original Video Service Franchise was authorized. Tab out of this field after entering the case number to show beside '**Selected Tracking Nos.**'.

**Note:** A 'Remove' button will appear once the case number is listed beside 'Selected Tracking Nos.'. If you have entered an incorrect case number, click the '**Remove**' button to remove the case number and reenter the correct case number beside '**Enter related case number(s) and/or tracking number(s)**'.

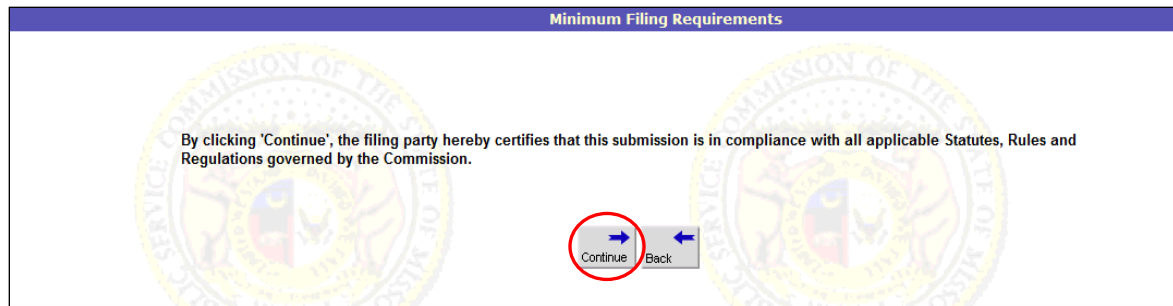
- Beside '**Style of Case**', input the type of case as it appears on the pleading.
- Beside '**Title of Filing/Submission**', input the title as it appears on the pleading.
- Beside '**Clear and Concise Statement of Relief Requested**', input a statement of relief, if applicable. *(This field is limited on characters, if wording doesn't fit, input N/A)*
- Beside '**Indicate Cite for Commission Authority**', input the commission authority. If not applicable, input N/A.
- Under the '**Data Request Contact Person (Optional)**' section, input the Data Request Contact Person information if available at the time of filing; if not, skip this step.
- Click the '**Continue**' button to continue to the '**Minimum Filing Requirements**' screen.

Enter related case number(s) and/or tracking number(s)	<input type="text"/>	[Tab out to enter multiple case/tracking numbers.]
Selected Tracking Nos.	<input type="text"/>	
If type of case is CLEC application complete the following 2 fields.		
* Service Area	Select	
* Type of Service Offered	<input type="checkbox"/> Residential <input type="checkbox"/> Business <input type="checkbox"/> Prepaid	
* Style of Case	<input type="text" value="In the Matter of the Application of MO Video Service, LLC for Authorization of Service"/>	
	(Allows only 500 characters)	
* Title of Filing/Submission	<input type="text" value="Application for Service"/>	
	(Allows only 500 characters)	
* Clear and Concise Statement of Relief Requested	<input type="text" value="Application for Service"/>	
	(Allows only 250 characters)	
* Indicate Cite for Commission Authority	<input type="text" value="4 CSR 240-28.030"/>	
<b>Data Request Contact Person (Optional)</b>		
First Name	<input type="text"/>	
Middle Initial	<input type="text"/>	
Last Name	<input type="text"/>	
E-mail Address	<input type="text"/>	
Sl.No.	Attachment(s)	Security Level
<div>Continue Exit</div>		

# Missouri Public Service Commission

## EFIS – Submit Video Franchise Application

15. Click the '**Continue**' button to continue the '**Filing/Submission – Attachment(s)**' screen.



On the '**Filing/Submission – Attachment(s)**' screen, complete the following steps:

16. Click the '**Browse**' button to select the document(s) for attaching.

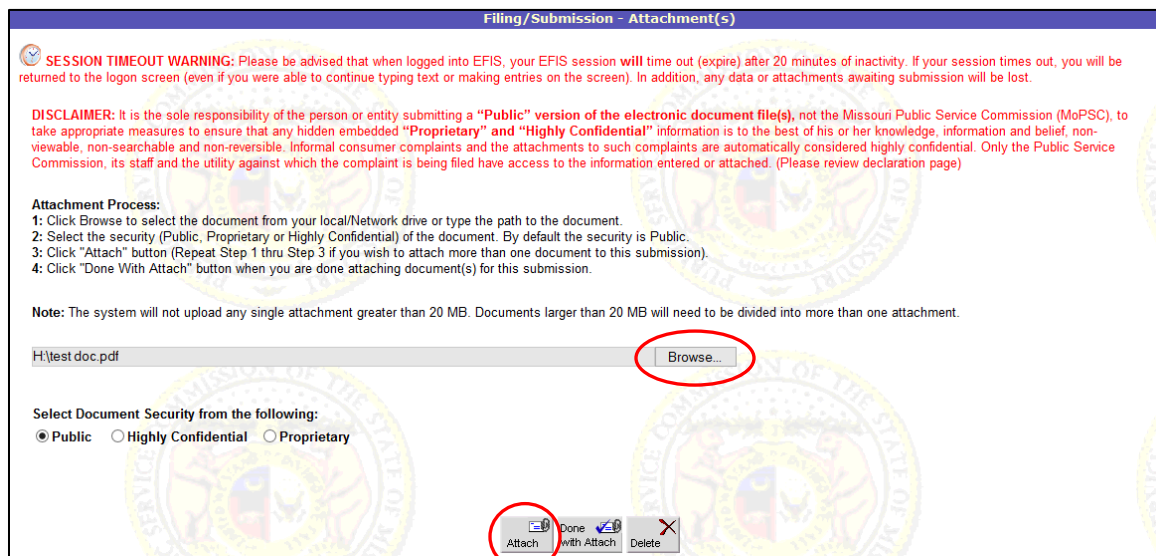
**Note:** File names and file paths cannot use any special characters (% '& '^\*#@) except an underscore or hyphen.

17. Under '**Select Document Security from the following:**', select the applicable radio button for the document's security level.

**Note:** It is the filer's responsibility to denote the correct security level on every document.

18. Click the '**Attach**' button to attach the document.

**Note:** Multiple attachments may be made by selecting a document, its security level and then clicking the 'Attach' button.



# Missouri Public Service Commission

## EFIS – Submit Video Franchise Application

19. Click the **'Done with Attach'** button after all the attachments have been uploaded.

**Filing/Submission - Attachment(s)**

**SESSION TIMEOUT WARNING:** Please be advised that when logged into EFIS, your EFIS session will time out (expire) after 20 minutes of inactivity. If your session times out, you will be returned to the login screen (even if you were able to continue typing text or making entries on the screen). In addition, any data or attachments awaiting submission will be lost.

**DISCLAIMER:** It is the sole responsibility of the person or entity submitting a "Public" version of the electronic document file(s), not the Missouri Public Service Commission (MoPSC), to take appropriate measures to ensure that any hidden embedded "Proprietary" and "Highly Confidential" information is to the best of his or her knowledge, information and belief, non-viewable, non-searchable and non-reversible. Informal consumer complaints and the attachments to such complaints are automatically considered highly confidential. Only the Public Service Commission, its staff and the utility against which the complaint is being filed have access to the information entered or attached. (Please review declaration page)

**Attachment Process:**  
1: Click Browse to select the document from your local/Network drive or type the path to the document.  
2: Select the security (Public, Proprietary or Highly Confidential) of the document. By default the security is Public.  
3: Click "Attach" button (Repeat Step 1 thru Step 3 if you wish to attach more than one document to this submission).  
4: Click "Done With Attach" button when you are done attaching document(s) for this submission.

**Notes:** The system will not upload any single attachment greater than 20 MB. Documents larger than 20 MB will need to be divided into more than one attachment.

**To remove an item from the 'Attachment' list, click the 'Delete' checkbox and then click the 'Delete' button below.**

**The 'Attachment' list contains the 'Security Level' selected for each document.**

Delete	Attachments	Security Level
<input type="checkbox"/>	<a href="#">test.doc.pdf</a>	Public

Attach Done with Attach Delete

20. After verifying the security levels on the attachment(s), click the **'OK'** button to continue to the **'New Case Filing'** screen.

**Message from webpage**

Have you verified the documents attached are properly identified as HC, P or Public documents?

OK Cancel

# Missouri Public Service Commission

## EFIS – Submit Video Franchise Application

Scroll down to the bottom of the screen to proceed.

21. Click the '**Video Franchise**' button to continue to the '**Video Franchise Input Screen**' to select additional areas.

Enter related case number(s) and/or tracking number(s)  [Tab out to enter multiple case/tracking numbers.]

Selected Tracking Nos.

If type of case is CLEC application complete the following 2 fields.

\* Service Area

\* Type of Service Offered ☐ Residential ☐ Business ☐ Prepaid

\* Style of Case   
(Allows only 500 characters)

\* Title of Filing/Submission   
(Allows only 500 characters)

\* Clear and Concise Statement of Relief Requested   
(Allows only 250 characters)

\* Indicate Cite for Commission Authority

Data Request Contact Person (Optional)

First Name

Middle Initial

Last Name

E-mail Address

Sl.No.	Attachment(s)	Security Level
1	<a href="#">test doc.pdf</a>	Public

Video Franchise Service List Attach Exit

On the 'Video Franchise Input Screen', complete the following steps:

22. Select the radio button beside the applicable list needed to choose from.

**Video Franchise Input Screen**

Select "Counties", "Cities", or "Other" before making individual selections below.

☐ Counties ☒ Cities, Towns, or Villages ☐ Other

To choose multiple counties or cities hold down the control key when selecting an area from the list.

Area	Fee (\$%)
Andrew	\$5.00
Barton	\$5.00
Allenton	10%

Adrian Advance Affton Agency Airport Drive Alpha

Add Selections -->

# Missouri Public Service Commission

## EFIS – Submit Video Franchise Application

23. Select the applicable area(s) from the list(s) and click the '**Add Selections→**' button to add the selection to the '**Area**' column. Add additional counties or cities by choosing the applicable list, selecting the counties or cities and clicking the '**Add Selections→**' button again.
24. Under the '**Fee (\$%)**' column, input the fee amount for each area, making sure to indicate whether it's a dollar amount (\$) or a percentage (%).
25. After selecting all applicable areas, click the '**Continue**' button to return to the '**New Case Filing**' screen.

To choose multiple counties or cities hold down the control key when selecting an area from the list.

Adrian

Advance

Afton

Agency

Airport Drive

Alba

Albany

Aldrich

Alexandria

Allendale

Allenton

Allenville

Alma

Altamont

Altensburg

Alton

Amazonia

Amity

Amoret

Amsterdam

Anabel

Anderson

Annada

Annapolis

Anniston

Add Selections -->

Area	Fee (\$%)
Andrew	\$5.00
Barton	\$5.00
Allenton	10%
Annapolis	10%

Please make all your selections from the Counties, Cities, or Other lists before clicking on the Continue button.

Continue

Clear



# Missouri Public Service Commission

## EFIS – Submit Video Franchise Application

Scroll down to the bottom of the screen to proceed.

26. Click the '**Service List**' button to continue to the '**Subscriber Input Screen**' to set up the service list for the new case.

**Note:** The purpose of the service list is to provide contact information about the attorney who is representing the company in this matter so they will receive information pertaining to this case.

Enter related case number(s) and/or tracking number(s)	<input type="text"/>	[Tab out to enter multiple case/tracking numbers.]
Selected Tracking Nos.	<input type="text"/>	
If type of case is CLEC application complete the following 2 fields.		
* Service Area	<input type="text" value="Select"/>	
* Type of Service Offered	<input type="checkbox"/> Residential <input type="checkbox"/> Business <input type="checkbox"/> Prepaid	
* Style of Case	<input type="text" value="In the Matter of the Application of MO Video Service, LLC for Authorization of Service"/>	
	<small>(Allows only 500 characters)</small>	
* Title of Filing/Submission	<input type="text" value="Application for Service"/>	
	<small>(Allows only 500 characters)</small>	
* Clear and Concise Statement of Relief Requested	<input type="text" value="Application for Service"/>	
	<small>(Allows only 250 characters)</small>	
* Indicate Cite for Commission Authority	<input type="text" value="4 CSR 240-28.030"/>	

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Data Request Contact Person (Optional)

First Name	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name	<input type="text"/>
E-mail Address	<input type="text"/>

Sl.No.	Attachment(s)	Security Level
1	<a href="#">test doc.pdf</a>	Public

# Missouri Public Service Commission

## EFIS – Submit Video Franchise Application

On the 'Subscriber Input Screen', under '**Name of Party**', complete the following steps:

27. Beside '**Company Name**', select the applicable company name from the drop-down list.
28. Beside '**User Name**', select the applicable user name from the drop-down list.

**Note:** The drop down list will contain only those individuals who have been designated as a contact for the company. If you do not see the person who should be designated to receive information for this case, please contact the company and ask them to add that person as a contact or notify the Data Center.

29. Click the '**Add**' button to add the user to the service list.
30. Repeat steps 24-26 until all parties have been added to the service list.

The screenshot shows the 'Subscriber Input Screen' with a purple header. On the left, under 'Name of Party', there are three required fields: 'Company Name' with a dropdown menu showing 'MO Video Service, LLC-Video Service(Video)', and 'User Name' with a dropdown menu showing 'Doe John'. A red message states: '(User ID is required to add a party to the subscriber Service List -- User ID may be obtained by completing EFIS Registration.)'. At the bottom right, there are three buttons: 'Add' (circled in red), 'Continue' (with a blue arrow icon), and 'Clear' (with a red X icon).

31. Click the '**Continue**' button to continue back to the '**New Case Filing**' screen once all contacts have been added.

This screenshot is similar to the previous one, but the 'Continue' button (with the blue arrow icon) is now circled in red. The 'Company Name' dropdown is set to 'Select' and the 'User Name' dropdown is also set to 'Select'. The red message and the 'Add' and 'Clear' buttons remain the same.



# Missouri Public Service Commission

## EFIS – Submit Video Franchise Application

Scroll down to the bottom of the screen to proceed.

32. Click the '**Submit**' button to submit the new case filing.

Enter related case number(s) and/or tracking number(s)  [Tab out to enter multiple case/tracking numbers.]

Selected Tracking Nos.

If type of case is CLEC application complete the following 2 fields.

\* Service Area

\* Type of Service Offered ☐ Residential ☐ Business ☐ Prepaid

\* Style of Case   
(Allows only 500 characters)

\* Title of Filing/Submission   
(Allows only 500 characters)

\* Clear and Concise Statement of Relief Requested   
(Allows only 250 characters)

\* Indicate Cite for Commission Authority

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Data Request Contact Person (Optional)

First Name

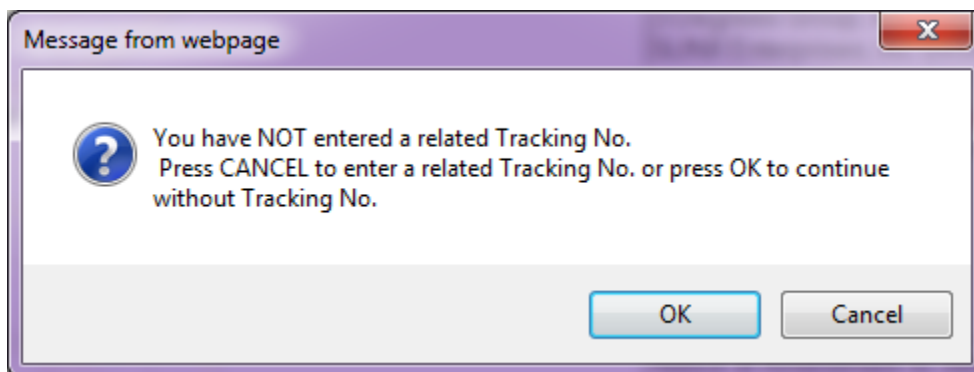
Middle Initial

Last Name

E-mail Address

Sl.No.	Attachment(s)	Security Level
1	<a href="#">test doc.pdf</a>	Public

33. If a related case or tracking number was not entered beside 'Enter related case number(s)...', then the following message will pop up. If there is a related case or tracking number, select '**Cancel**' and enter the related case/tracking number in the '**Enter related case number(s)...**' field. If there is not a related case or tracking number, select '**OK**'.

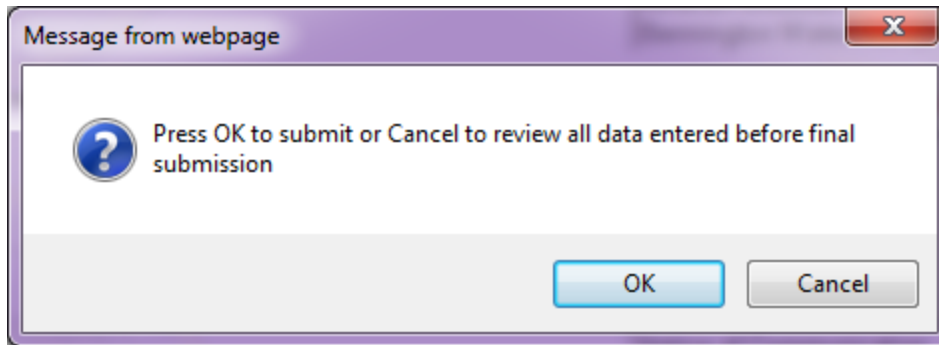


## Missouri Public Service Commission

### EFIS – *Submit Video Franchise Application*

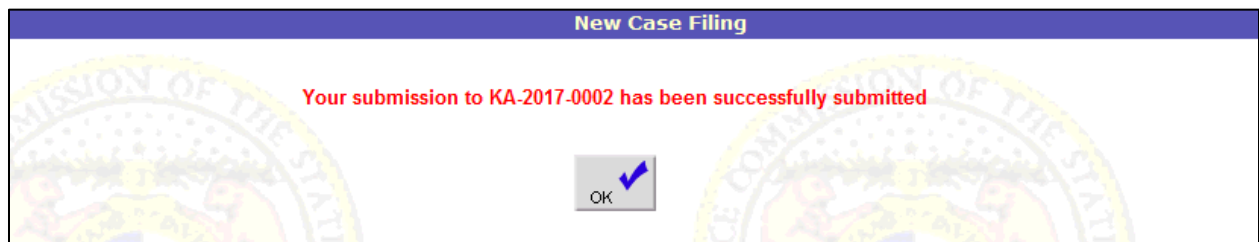
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34. Click the '**OK**' button to submit the filing or the '**Cancel**' button if changes need to be made.



A confirmation screen with the case number will appear.

35. Click the '**OK**' button to return to the '**Filing/Submission**' screen.



For additional assistance, please contact the Data Center at 573-751-7496 (local to Jefferson City, MO) or [datacenter@psc.mo.gov](mailto:datacenter@psc.mo.gov).